

Company name: **Electricity Generation and Retail Corporation trading as Synergy (ERL1)**  
Electricity Compliance Manual Datasheet - Retail Indicators

**IMPORTANT NOTICE FOR ELECTRICITY RETAIL LICENSEES**

Licensees should refer to the Electricity Retail Performance Reporting Handbook for information on the definitions of electricity retail indicators, listed in these datasheets.

## 2017 Electricity Performance Reporting Datasheets - Retail

**Retailer: Electricity Generation and Retail Corporation trading as Synergy**

**Reporting Period: 2016/17**

Customers			
Indicator No.	Description	Basis of Reporting	Comments
		Number	
CCR 1	Total number of residential customers that are contestable customers	289	
CCR 2	Total number of residential customers that are non-contestable customers	954609	
CCR 3	Total number of residential customers	954898	
CCR 4	Total number of business customers that are contestable customers	5941	
CCR 5	Total number of business customers that are non-contestable customers	99967	
CCR 6	Total number of business customers	105908	
CCR 7	Total number of pre-payment meter customers	14	
CCR 8	Total number of pre-payment meter customers who have reverted to a standard meter within 3 months of meter installation or entering into a contract	0	

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CCR 9	Not used		
CCR 10	Total number of pre-payment meter customers who have reverted to a standard meter	0	

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<b>Affordability and Access</b>				
<b>Indicator No.</b>	<b>Description</b>	<b>Basis of Reporting</b>		<b>Comments</b>
		<b>Number</b>	<b>Percentage</b>	
CCR 11	Total number of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to fault on the part of the retailer	7404		
CCR 12	Percentage of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to fault on the part of the retailer		0.78%	
CCR 13	Total number of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to the retailer not receiving the billing data from the distributor	3548		
CCR 14	Percentage of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to the retailer not receiving the billing data from the distributor		0.37%	
CCR 15	Total number of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to the actions of the customer	3071		
CCR 16	Percentage of residential customers that have been issued with a bill outside the prescribed timeframes and where the delay is due to the actions of the customer		0.32%	
CCR 17	Total number of residential customers that are subject to an instalment plan	61551		
CCR 18	Percentage of residential accounts that are subject to an instalment plan		6.45%	
CCR 19	Total number of residential customers that have been granted additional time to pay a bill	100258		
CCR 20	Percentage of residential customers that have been granted additional time to pay a bill		10.50%	
CCR 21	Total number of residential customers that have been placed on a shortened billing cycle	0		
CCR 22	Percentage of residential customers that have been placed on a shortened billing cycle			
CCR 23	Total number of business customers that have been issued with a bill outside the prescribed timeframes	13260		
CCR 24	Percentage of business customers that have been issued with a bill outside the prescribed timeframes		12.52%	
CCR 25	Total number of business customers that are subject to an instalment plan	1665		
CCR 26	Percentage of business customers that are subject to an instalment plan		1.57%	
CCR 27	Total number of business customers that have been granted additional time to pay a bill	7100		
CCR 28	Percentage of business customers that have been granted additional time to pay a bill		6.70%	
CCR 29	Total number of business customers that have been placed on a shortened billing cycle	0		
CCR 30	Percentage of business customers that have been placed on a shortened billing cycle			

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CCR 31	Total number of residential customers that have lodged security deposits in relation to their residential account	0		
CCR 32	Percentage of residential customers that have lodged security deposits in relation to their residential account			
CCR 33	Total number of business customers that have lodged security deposits in relation to their business customer account	0		
CCR 34	Percentage of business customers that have lodged security deposits in relation to their business customer account			
CCR 35	Total number of residential customers that have had their direct debit plans terminated	18258		
CCR 36	Percentage of residential customers that have had their direct debit plans terminated		1.91%	
CCR 37	Total number of business customers that have had their direct debit plans terminated	770		
CCR 38	Percentage of business customers that have had their direct debit plans terminated		0.73%	
CCR 39	The number of pre-payment meter customers who have informed the retailer that the customer is experiencing payment difficulties or financial hardship	0		

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<b>Disconnections for Non-Payment</b>				
<b>Indicator No.</b>	<b>Description</b>	<b>Basis of Reporting</b>		<b>Comments</b>
		<b>Number</b>	<b>Percentage</b>	
CCR 40	Total number of residential customers that have been disconnected for failure to pay a bill	14109		
CCR 41	Percentage of residential customers that have been disconnected for failure to pay a bill		1.48%	
CCR 42	Total number of business customers that have been disconnected for failure to pay a bill	719		
CCR 43	Percentage of business customers that have been disconnected for failure to pay a bill		0.68%	
CCR 44	Total number of residential customer disconnections involving customers that were previously the subject of an instalment plan	8337		
CCR 45	Percentage of residential customer disconnections involving customers that were previously the subject of an instalment plan		59.09%	
CCR 46	Total number of residential customers that have been disconnected and that have been disconnected on at least 1 other occasion during the reporting year or the previous reporting year	2022		
CCR 47	Percentage of residential customers that have been disconnected and that have been disconnected on at least 1 other occasion during the reporting year or the previous reporting year		14.33%	
CCR 48	Total number of residential customers that have been disconnected while the subject of a concession	5354		
CCR 49	Percentage of residential customers that have been disconnected while the subject of a concession		37.95%	
CCR 50	The number of instances where a pre-payment meter customer has been disconnected	0		
CCR 51	Percentage of pre-payment meter customer disconnections			
CCR 52	Not used			
CCR 53	The number of pre-payment meter customers who the retailer identifies have been disconnected 2 or more times in any 1 month period for longer than 120 minutes on each occasion	0		

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Reconnections				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCR 54	Total number of residential customers that the retailer has requested to be reconnected within 7 days of requesting the residential customer be disconnected	8635		
CCR 55	Percentage of residential customers that the retailer has requested to be reconnected within 7 days of requesting the residential customer account be disconnected		61.2%	
CCR 56	Total number of business customers that the retailer has requested to be reconnected within 7 days of requesting the business customer be disconnected	355		
CCR 57	Percentage of business customers that the retailer has requested to be reconnected within 7 days of requesting the business customer be disconnected		49.4%	
CCR 58	Total number of reconnections within 7 days involving residential customers that were previously the subject of an instalment plan	6580		
CCR 59	Percentage of disconnections reconnected within 7 days involving residential customers that were previously the subject of an instalment plan		46.64%	
CCR 60	Total number of reconnections within 7 days involving residential customers that have also been reconnected on at least 1 other occasion during the reporting year or the previous reporting year	1331		
CCR 61	Percentage of disconnections reconnected within 7 days involving residential customers that have also been reconnected on at least 1 other occasion during the reporting year or the previous reporting year		9.43%	
CCR 62	Total number of reconnections within 7 days involving residential customers that, immediately prior to disconnection, were the subject of a concession	3473		
CCR 63	Percentage of disconnections reconnected within 7 days involving residential customers that, immediately prior to disconnection, were the subject of a concession		24.62%	
CCR 64	Total number of residential customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected	8968		
CCR 65	Percentage of residential customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected		63.6%	
CCR 66	Total number of residential customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe	180		
CCR 67	Percentage of residential customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe		2.0%	
CCR 68	Total number of business customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected	372		
CCR 69	Percentage of business customers that the retailer has requested to be reconnected at the same supply address and in the same name after previously requesting the customer be disconnected		51.7%	

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CCR 70	Total number of business customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe	12		
CCR 71	Percentage of business customers that the retailer has requested to be reconnected that were not reconnected within the prescribed timeframe		3.2%	



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Complaints				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCR 72	Total number of complaints received from residential customers, other than complaints received from pre-payment meter customers	1853		
CCR 73	Total number of complaints received from business customers, other than complaints received from pre-payment meter customers	239		
CCR 74	Total number of the residential customer complaints that relate to billing/credit complaints	1287		
CCR 75	Percentage of the residential customer complaints that relate to billing/credit complaints		69.5%	
CCR 76	Total number of the business customer complaints that relate to billing/credit complaints	142		
CCR 77	Percentage of the business customer complaints that relate to billing/credit complaints		59.4%	
CCR 78	Total number of the residential customer complaints that relate to transfer complaints	0		
CCR 79	Percentage of the residential customer complaints that relate to transfer complaints			
CCR 80	Total number of the business customer complaints that relate to transfer complaints	3		
CCR 81	Percentage of the business customer complaints that relate to transfer complaints		1.3%	
CCR 82	Total number of the residential customer complaints that relate to marketing complaints (including complaints made directly to a retailer)	12		
CCR 83	Percentage of the residential customer complaints that relate to marketing complaints (including complaints made directly to a retailer)		0.6%	
CCR 84	Total number of the business customer complaints that relate to marketing complaints (including complaints made directly to a retailer)	1		
CCR 85	Percentage of the business customer complaints that relate to marketing complaints (including complaints made directly to a retailer)		0.4%	
CCR 86	Total number of the residential customer complaints that relate to other complaints	554		
CCR 87	Percentage of the residential customer complaints that relate to other complaints		29.9%	
CCR 88	Total number of the business customer complaints that relate to other complaints	93		
CCR 89	Percentage of the business customer complaints that relate to other complaints		38.9%	
CCR 90	Total number of complaints from residential customers concluded within 15 business days	1853		
CCR 91	Percentage of complaints from residential customers concluded within 15 business days		100.0%	
CCR 92	Total number of complaints from residential customers concluded within 20 business days	1853		

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CCR 93	Percentage of complaints from residential customers concluded within 20 business days		100.0%	
CCR 94	Total number of complaints from business customers concluded within 15 business days	239		
CCR 95	Percentage of complaints from business customers concluded within 15 business days		100.0%	
CCR 96	Total number of complaints from business customers concluded within 20 business days	239		
CCR 97	Percentage of complaints from business customers concluded within 20 business days		100.0%	
CCR 98	Total number of complaints from pre-payment meter customers	0		
CCR 99	Total number of complaints from pre-payment meter customers concluded within 15 business days	0		
CCR 100	Percentage of complaints from pre-payment meter customers concluded within 15 business days			
CCR 101	Total number of complaints from pre-payment meter customers concluded within 20 business days	0		
CCR 102	Percentage of complaints from pre-payment meter customers concluded within 20 business days			

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<b>Compensation Payments</b>				
<b>Indicator No.</b>	<b>Description</b>	<b>Basis of Reporting</b>		<b>Comments</b>
		<b>Number</b>	<b>Value (\$)</b>	
CCR 103	Total number of payments made to customers under clause 14.1 of the Code of Conduct	7		
CCR 104	The total amount paid to customers under clause 14.1 of the Code of Conduct		\$1,348	
CCR 105	Total number of payments made to customers under clause 14.2 of the Code of Conduct	33		
CCR 106	Total amount paid to customers under clause 14.2 of the Code of Conduct		\$4,270	
CCR 107	Total number of payments made to customers under clause 14.3 of the Code of Conduct	2		
CCR 108	Total amount paid to customers under clause 14.3 of the Code of Conduct		\$60	

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Call Centre Performance				
Indicator No.	Description	Basis of Reporting		Comment
		Number	Percentage	
CCR 109	Total number of telephone calls to a call centre of the retailer	1156318		
CCR 110	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds	865235		
CCR 111	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds		74.8%	
CCR 112	Average duration (in seconds) before a call is answered by a call centre operator	32.0		
CCR 113	Number of the calls that are unanswered	23436		
CCR 114	Percentage of the calls that are unanswered		2.0%	

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Energy Bill Debt Indicators				
Indicator No.	Description	Basis of Reporting		Comment
		Number	Amount (\$)	
CCR 115	Total number of residential customers (excluding hardship program customers) repaying an energy bill debt as at 30 June	21867		
CCR 116	Total number of business customers repaying an energy bill debt as at 30 June	1984		
CCR 117	Number of residential customers using Centrelink's Centrepay to pay their energy bills as at 30 June	19059		
CCR 118	Average amount of energy bill debt for residential customers (excluding hardship program customers), as at 30 June		\$ 363	
CCR 119	Average amount of energy bill debt for business customers as at 30 June		\$ 893	

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Hardship Programs				
Indicator No.	Description	Basis of Reporting		Comment
		Number	Value (\$)	
CCR 120	Number of residential customers on a retailer's hardship program as at 30 June	20798		
CCR 121	Average energy bill debt of residential hardship program customers, as at 30 June		\$ 612	

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